



**PTL**

Voice & Data Solutions

0115 9655511

# Telephone User Guide

## NEC SV9100





# Quick Reference Guide

## NEC SV9100

### Function

GREEN LED  
RED LED  
SOLID RED OR GREEN  
SLOW FLASHING LED  
FAST FLASHING LED

### Function Description

Your Call  
Somewhere else in building (on another handset)  
Station with call in progress or with a call on exclusive hold  
A call that has been placed on hold  
An incoming call

### ANSWER A CALL

#### Handsets which have line keys:

If your handset **rings** on incoming calls, **lift handset**

**OR**

If your handset does not ring, **Lift Handset** and **press the line key**

**OR**

While on a call, ask caller to hold, then press "**ANSWER**" key (Only on ring assigned handsets)

#### Handsets which have CAP and Park keys:

If your handset rings on incoming calls, **lift handset** (call will appear on **CAP** key)

**OR**

If your handset does not ring, **Lift Handset** and press **P/U soft key x 2**

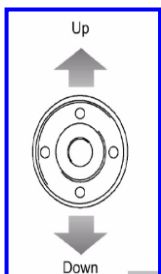
### INTERNAL CALL PICKUP

When you know the extension that is ringing and want to pick up that call:

- Lift Handset**
- Dial **\*\* Extn No.**

### HANDSET RECEIVER

### SPEAKER VOLUME



#### USING THE UP/DOWN KEY

- Handset Receiver volume** press up/down key in off hook status or during call

HANDSET ■■■■- - - - -

- Ring volume** press up/down key when station is ringing.

RING ■■■■■■■■■■- - - - -

- Speaker volume** press up/down key during speakerphone operation or during the call

SPEAKER ■■■■■■■■■■- - - - -

- LCD Screen Contrast** press up/down key in the on-hook status

LCD■■■■■- - - - -

## MIC / MICROPHONE

To Turn your microphone On/Off for hands free only:

LED on Mic key shows the status of the built-in microphone

Press **MIC** button

(Red light indicates MIC is on)

## HANDSFREE

To make a hands free call,

- Press **Speaker** key,
- Dial **Extension number OR**  
Dial **"0"** for an outside line THEN phone number

## MAKE A CALL

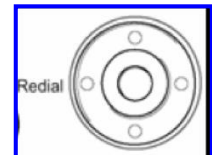
### Internal Calls

- Lift Handset or Press **Speaker**
- Dial **Extension number**

### External Calls

Lift handset or press **Speaker**

- Press **"0"** then dial phone number  
**OR**
- Press **Redial** then **3 digit code speed dial code**



## HOLD

### To place a call on hold:

- Press **Hold** button once.

To place a call on exclusive hold (no-one else can pick up your call)

- Press **Feature**
- Press **Hold**

### To place a call on hold using Park keys:

- Press the first available **Park** button once.

## TRANSFERING CALLS

To Transfer a call to another extension:

- Press **Hold** to put the call on hold
- Dial **Extension Number** or press **One Touch Key,**
- Announce call**
- Press **Transfer OR Advise of line number**
- Hang up.** Call is transferred.

To transfer calls from a cordless phone (Panasonic):

- While speaking on an outside line:**

- Press **Recall button** (which puts the call on hold),
- Dial **Extension number,**
- **Announce the call and hang up.**

## TRANSFERRING TO VOICEMAIL

**To transfer a call to a person's voice mail:**

- **While speaking to the outside line,**
- Press **Hold**
- Dial **Person's extension number**
- Press **"8"**
- Press **Transfer**
- **Hang Up**

## TRANSFER OFFSITE

**Transfer an incoming line to another outside line**

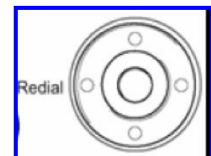
**While talking to the incoming call**

- Press **Hold key**
- **Select an outside line**
- Dial **Phone number**
- **Announce you will be transferring call**
- Press **Transfer key**
- **Hang Up**

## REDIAL

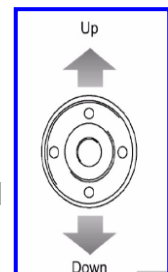
**To dial the last number phoned:**

- Press **Redial key** without lifting handset
- Press **#** To redial last number



**OR**

- Press **List Soft key** to search for desired number
- Then **Redial Soft key**
- Press **Up/Down Key** to search number
- Then **Lift handset or press Speaker** to place the call



## CORDLESS PHONE

**To make calls –**

- Press **Talk/on** or green phone key,
- dial **0,** then
- dial **Phone number**

**To answer calls,**

- press **talk/on** or green phone key symbol when ringing

#### To Transfer calls –

- Press **Recall/Flash** to Hold.
- Dial **Extension number**, announce,

## INTERNAL PAGING

#### To make an internal page through all desktop handsets:

- Press **ICM** menu option for intercom
- Press **Inpg** menu option for Internal Page
- Press **“0”** which is group no 1 for all internal page
- Lift **Handset and make announcement**
- Hang up

#### OR Manually:

- Lift **Handset**
- Dial **701**
- Press **“0”** (for all Zones)
- Make **Announcement** and replace handset

*(Note: This feature is announcement only-extensions cannot reply)*

## EXTERNAL PAGING

#### To make an external page through a Paging Horn:

- Lift **Handset**
- Dial **703**
- Press **“0”** (for all Zones)
- Make **Announcement** and replace handset

*(Note: This feature only works if an external speaker is installed)*

## COMBINED PAGING

#### To page both internal & external zones:

- Lift **Handset**
- Dial **\*1**
- Make **Announcement** and replace handset

## CONFERENCE CALLS

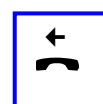
#### To set up a Conference Call:

While on an **Outside** call or connected to your first party

- Press **Conf Key** on Display
- Dial an **outside** line or second party  
(When called party answers)
- Press **Add key** on screen  
(Repeat steps 2-4 to add more parties. Maximum of 16 internal or external parties can be conferenced).
- Press **Begin** to start conference

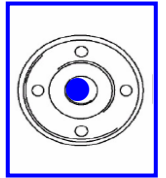
#### To exit a Conference without affecting the other parties:

- **Hang up**



## MISSED CALLS

To view numbers of calls missed on your handset  
Your handset will display this symbol



- Press **Centre** button on the Jog Dial
  - Press **Centre** button on Jog Dial to select ① Missed Calls
  - Scroll **↓** Down soft key to desired number
  - Lift **Handset** to call – Handset will dial automatically
- OR**
- Press **DEL** soft key to delete
  - Press **Store** soft key to save

## SET INTERCOM TO EITHER RINGING OR HANDSFREE

To select your intercom to be hands free:

- Press **Speaker**
- Dial **721**
- Press **Speaker** to hang up

To select your intercom to be ringing:

- Press **Speaker**
- Dial **723**
- Press **Speaker** to hang up

## SELECTABLE RING TONES

To **CHANGE** your Extension's incoming ring tones:

- Press **Speaker key**
- Dial **720**
- Dial **1** to set **intercom** ring, or **2** to set **external call** ring
- Dial **Code** for the ring pattern you wish to hear:
  - 1** = High
  - 2** = Mid Range
  - 3** = Low
  - 4** = Ring Tone 1
  - 5** = Ring Tone 2
  - 6** = Ring Tone 3
  - 7** = Ring Tone 4
  - 8** = Ring Tone 5
- Press **Speaker** to Hang Up

To Listen to the Incoming ring choices

- Press **Speaker** and Dial **711**
- Dial **1** to listen to **intercom** ring
- Dial **2** to listen to **external call** ring

Then for **INTERCOM**

- Dial **1-8** Code for ring pattern

Or for **EXTERNAL CALL**

- Dial **1-3** (ring) **4-8** (melody)
- Press **Speaker** to Hang up

## STATION NAME ASSIGNMENT To assign a name to your extension number:

- Press **Speaker**
- Dial **700**
- Press **Hold**
- Enter your **Name** - up to 12 digits(## for space. # between digits on same key)

- Press **Hold**
- Press **Speaker** to hang up

**To program any extension's name:**

- Press **Speaker**
- Dial **700**
- Enter **Extension Number** to be named
- Enter the **Name** – up to 12 digits
- Press **Hold**
- Press **Speaker** to hang up

**CALL FORWARD ALL  
CALLS TO ANOTHER  
EXTENSION OR OFF-SITE**

**To set via menu on the screen:**

- Press **PRG** Soft Key
- Press **C/Fwd** Key
- Press **All** Key
- Press **Set** Key
- Dial **The Extension Number**  
**OR**
- Dial **"0"** for an **off-site number**, then **dial the number**  
(eg: 0, 0418710111)
- Press **Speaker** key to hang up

**To set on a handset without a display screen:**

- Press **Speaker**
- Dial **Call Forward Code** - **741** for immediate  
- **744** for busy/no answer
- Dial **1** to set
- Dial **extension number**
- Press **Speaker**

**To deactivate:**

- Press **PRG**
- Press **C/fwd**
- Press **All**
- Press **Cancel**
- Press **Speaker**  
**Hang up**

**CALL FORWARD YOUR  
HANDSET TO VOICEMAIL  
IF BUSY/NOT ANSWERING**

**To set via menu on the screen:**

- Press **PRG** Soft Key
- Press **C/fwd** Soft key



- Press **Arrow** end option on menu
- Press **B/NA** for Busy/No Answer
- Press **Set**
- Dial **"200"** for voicemail
- Press **Speaker** key to hang up

**To Cancel**

- Press **PRG** Soft Key
- Press **C/fwd**
- Press **Arrow** end option on menu
- Press **B/NA**
- Press **Cancel**
- Press **Speaker** to hang up

**DO NOT DISTURB**

**To Activate via Menu on the screen:**

- Press **PRG** Soft Key
- Press **DND** Soft Key
- Press **Set** Soft Key
- Press **All** Soft Key

**To Deactivate via Menu on the screen:**

- Press **PRG** Soft Key
- Press **DND** Soft Key
- Press **Cncl** Soft Key for Cancel

**To Activate On and Off on a handset without display: (Leave Handset Down)**

- Press **Speaker**
- Dial **747**
- Dial **DND** Option Code
  - 1 = Block incoming calls
  - 2 = Block internal intercom
  - 3 = Block All calls**
  - 4 = Block Call Forwards Only
  - 0 = Cancel DND

**BACKGROUND MUSIC**

Can be played through telephone speaker

**To set and cancel**

- Press **Speaker**
- Press **725**
- Press **Speaker**

**ALARM CLOCK**

**To activate an alarm:**

- Press **Speaker**
- Dial **727**
- Dial **Alarm Type**
  - 1 – Sounds Only Once
  - 2 – Sounds each day at preset time

- Dial **Alarm time** (24 hour clock) (A confirmation tone will be heard)
- Press **Speaker** to hang up

**To silence an alarm:**

- Press **Exit**

**To check a programmed alarm time:**

- Press **Help** button
- Dial **727**
- Dial **alarm** type 1 or 2  
The programmed time displays
- Press **EXIT**

**To cancel an alarm:**

- Press **Speaker**
- Dial **727**
- Dial **alarm** type 1 or 2
- Dial **9999**
- Press **Speaker** to hang up

## CHANGING THE TIME

**Note – Must be done from reception or main handset**

**Leave Handset Down**

- Press **Speaker**
- Dial **728**
- Dial two digits for the **hour** (24 hour)
- Dial two digits for the **minutes**
- Press **Speaker** to hang up

**NOTE:** The date can only be set / changed in system programming

## BARGE IN (INTERRUPT A CALL)\* *Note - Must be activated in programming*

- Lift **Handset**
- Dial **710**
- Dial **Busy Extension** (The extension user will hear a **warning tone**).

## ROOM MONITOR

Room monitor lets an extension listen to the sounds in co-workers area, for example, a receptionist could listen for sounds in the warehouse when it's left unattended.

**NOTE:** (A Room monitor key must be programmed. Room monitor must be activated at the extension initiating the monitor and at the extension that is to be monitored. You can only listen to one extension at a time.)

**To activate Room Monitor from initiating extension:**

- Press **Room Monitor key**
- Dial **Extension number** you are at  
(You can place and answer calls whilst monitor is active)

**To activate Room Monitor from extension to be monitored:**

- Press **Room Monitor** key
- Dial **Extension number** you are at

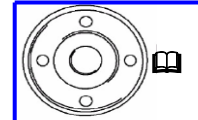
## DIRECTORY DIALLING

Displays a list of Speed Dials, Extensions, Personal Speed Dials, and the Telephone Book to select from:

To Access The Telephone Book directly:

- Press  on the Jog Dial

OR



For all other lists:

- Press **Dir** soft key (for directory)
- Press **Soft key** (according to list)

**SPD** – Speed Dials  
**EXT** – co-worker's Extensions  
**STA** – Personal Speed Dials  
**TELBK** – Telephone Book

**THEN**

- Dial The **first letter** of the name you are looking for
- Press ↓ Soft Key to jump to that section
- Press **Arrow** up or down to scroll through the list
- Lift **Handset** or press **Dial** Soft Key or press **Speaker** to place call

To cancel Directory Dialling:

- Press **Exit** key

## SYSTEM SPEED DIALLING

### To Store Abbreviated Dialling number:

- Press **Speaker** key.
- Dial **753**
- Dial **Speed Dial Code - System 001 to 999**
- Dial **Telephone Number** you want to store (no leading 0 required).
- Press **HOLD.**
- Enter **Name** of the company or person using the keypad.  
(## for space, # to move cursor if two digits on same key)
- Press **HOLD.**
- Press **Speaker** to hang up.

### To Dial Abbreviated number:

- Press **DIR** soft key menu button,
- Press **SYS** soft button,
- Enter **First letter** of their name,
- Press **Arrow keys** to scroll,
- Lift **Handset** to dial

OR

### If you know the code you wish to dial:

- Press **Redial**
- Dial **Code (eg:001-899),**
- Lift **Handset** or Press **Speaker**

### Access Speed Dials from Cordless

- Press **Talk/On Button**
- Press **#2**
- Dial **Speed dial code**

### Check Abbreviated Dialling numbers:

- Press **Help**
- Press **Redial key**
- Dial **Abbreviated Dialling Code** and check number
- Press **Exit** when finished

## PROGRAMMING ONE TOUCH BUTTONS


### Program One Touch Buttons for External Phone Numbers:

- Press **SPK**
- Dial **751**
- Press **KEY** you wish to program
- Enter **01**
- Enter **0** for an outside line
- Enter **Phone number**
- Press **HOLD**
- Press **SPK**

### Program Function Buttons for Internal Extensions:

- Press **SPK**
- Dial **751**
- Press **KEY** you wish to program
- Enter **01**
- Enter **Extension Number**
- Press **HOLD**
- Press **SPK**

### Program Function Buttons for all other features:

- Press **SPK key**
- Dial **751.**
- Press **Key** you want to program.
- Enter **2-digit key function** (see next page) 
- Press **HOLD**
- Press **SPK**

### Program Function Buttons for extension names:

- Press **SPK key**
- Dial **751.**
- Press **key** you want to program.
- Enter **55**
- Press **Hold**

- Press **SPK**

**Program extension names:**

- Press **Ext Names Button**
- Enter **Extension Number**
- Type **The extension Name** (remember # for space, Conf for backspace)
- Press **Hold**
- Press **SPK**

**Available 2-digit key function functions are:**

- 00 **Not Defined**
- 01 DSS/One-Touch Key
- 03 DND Key
- 04 BGM (ON/OFF)
- 05 **Headset Key**
- 08 **Incoming Caller-ID List**
- 09 Day / Night Switch
- 10 Call Forward-Immediate
- 11 Call Forward-Busy
- 12 Call Forward-No Answer
- 13 Call Forward-Busy/No Answer
- 14 Call Forward-Dual Ring
- 15 Call Forward-Follow Me
- 16 –Not Used-
- 17 –Not Used-
- 18 **Text message set up.**
- 19 External Group Paging
- 20 External All Call Paging
- 21 **Internal Group Paging**
- 22 Internal All Call Paging
- 23 Meet-Me Answer to Internal Paging
- 24 **Call Pickup** for Own Group
- 25 Call Pickup for Another Group
- 26 Call Pickup for Specified Group
- 27 Abbreviated Dial-Common/Personal
- 28 Abbreviated Dial-Group
- 29 **Repeat Dial**
- 30 Saved Number Redial
- 31 Memo Dial
- 32 Meet-Me Conference
- 35 Call Back Request (camp on)
- 37 DND/FWD Override
- 38 Message Wait Button
- 55 **Extension Name Edit**
- 63 Restrict Caller-ID (ISDN)
- 45 Exclusive Hold

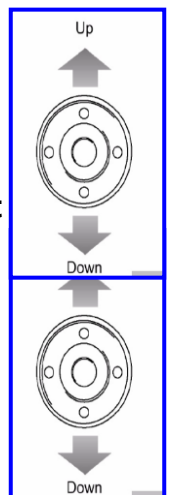
- 48 Voice Over
- 49 to Redirect
- 50 Account Code
- 66 CTI Comms
- 77 Voice Mail (In Skin)
- 78 **Conversation Record**
- 79 Automated Attendant
- **SC 852:**
- \*00 Not used
- \*01 Trunk Key
- \*02 Trunk Group/ Loop Key
- \*03 Virtual Extension Key
- \*04 Park Hold Key
- \*05 Loop key

**TO SET YOUR PHONE TO DISPLAY A MESSAGE ON THE SCREEN WHEN SOMEONE DIALS YOUR EXTENSION (FOR WHEN YOU ARE OUT OF THE OFFICE):**

Set up a Text Message Key first – Spkr 751, press spare button, dial 1801, press hold, press speaker  
Then to set:

- Press **Speaker Button,**
  - Press **Text Message Key** (programmed above)
- Use the up/down keys to scroll through options  
Select Option Code Below  
Change time as appropriate, press speaker to set**

- 01 In meeting until \_\_\_\_: \_\_\_\_**  
Enter Time,  
 Press **Speaker** button to set.
- 02 In meeting room**  
 Enter **Time,**  
 Press **Speaker** button to set.
- 03 Come back**  
 Enter **Time** coming back,  
 Press **Speaker** button to set.
- 04 Please call .....**  
 Enter **Phone number,**  
 Press **Speaker** button to set.
- 05 Busy call after**  
 Enter **Time,**  
 Press **Speaker** to set.
- 06 Out for lunch back at ...../.....**  
 Enter **Time,**  
 Press **Speaker** button to set.





**07 Business Trip back at ...../.....**

- Enter **Date,**
- Press **Speaker** button to set.

**08 Business Trip.....one day trip**

- Enter **Date,**
- press **Speaker** button to set

**09 Gone for the day.**

- Press **Speaker** button to set.

**10 On Vacation until ...../.....**

- Enter **Date,**
- Press **Speaker** button to set

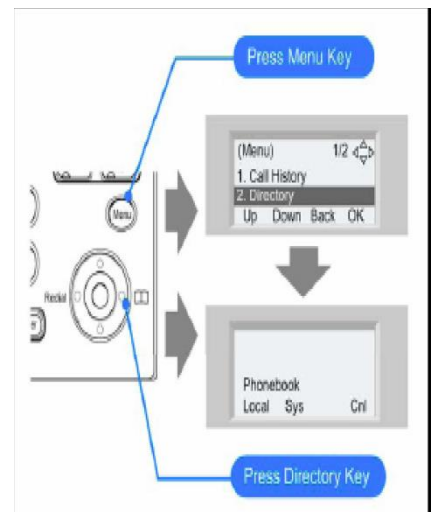
**To cancel**

- Press: **Speaker**
- Press **Test Message Key**
- Press **Speaker** to hang up

\* Techs can program custom messages if required, e.g. codes 11-20

## SOFT KEY MENU (MENU'S ON DISPLAY SCREEN)

No.	Menu Item	Description
1	Call History	To view Call History. For details, see Call History operation section.
2	Directory	To use Directory function. For details see Directory operation section
3	Tool	Uses when accessing external XML Server. For details, please contact the system administrator.
4	Call Function	Currently Not Used (greyed out)
5	Setting	To set up the terminal such as ringing volume control, LCD display setting and download of Music on Hold.
6	Presence	Currently Not Used (greyed out)
#	Favorite	By registering frequently-used features as favourite, the user can access these features with simple operation.
0	Terminal Config	This item is used for Configuration setting of DT Series.



### History Menu

LIST MENU	Key	Name	Description
	1	REDIAL	Detailed info. of last call

	2	CID	Former records
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## Directory Menu

Key	Name	Description
1	REGIST	To add new data
2	SEARCH	To find registered data
3	SETTING	
4	Delete All	Delete all history